

UNICOR

**Services**  
Business  
Group

**Document Conversion**

**e-Business Support**

**Call Center & Help Desk Support**

**Printing Services**

**Distribution Services**

*Ready  
to Serve*



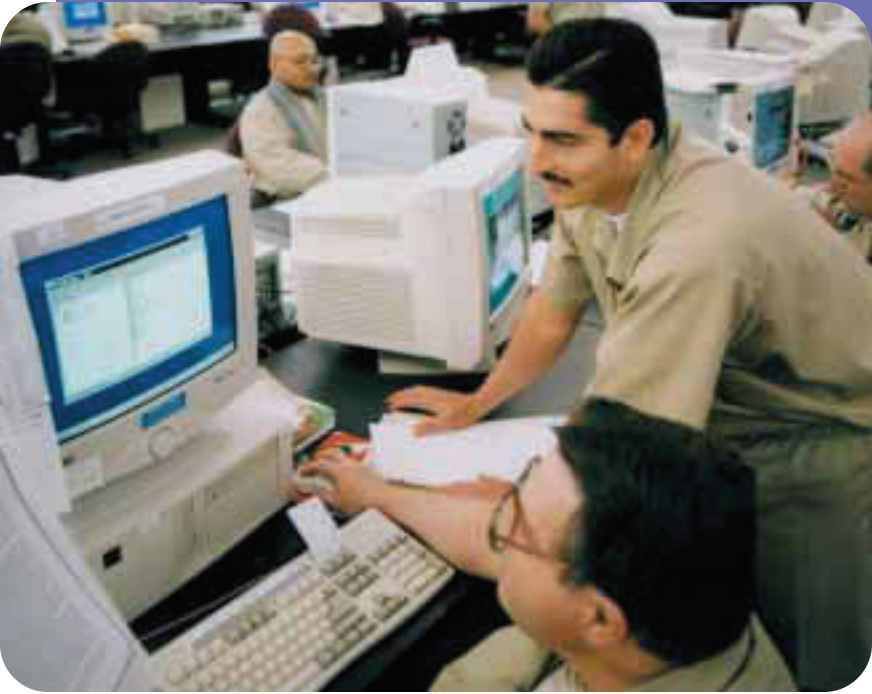
**S**ocial responsibility is a good reason to select **UNICOR** when contracting for a service provider, but not the only reason. **UNICOR** is a wholly owned government corporation that utilizes a federal inmate work force that can perform these services. Workers are expected to meet a higher quality standard than those set by the industry in comparable markets. When selecting a service provider, **UNICOR** is not just a good choice, but the right choice.

Today's Services Business Group offers a wide variety of quality services such as document conversion, e-Business support, call center operations, distribution services, and laundry operations, just to name a few.

**UNICOR**'s goal is to be your first choice when seeking a service provider who can offer custom solutions to your unique situation. We can provide the labor, expertise, and the financial stability of a government organization and simplify the entire process. With a ready and able workforce at multiple locations throughout the USA, **UNICOR** can provide the manpower for almost any labor-intensive task.

**UNICOR** can provide many of the labor-intensive services that are moving offshore, without all the hassles and logistical nightmares of outsourcing in a foreign country. **UNICOR** continually investigates new opportunities to provide skilled labor to commercial firms that want a stable, productive workforce. To discuss possible service opportunities with **UNICOR**, contact us directly or through our website.

## Document Conversion



**U**NICOR has over thirty-five years of experience supporting both military and civilian agencies and their contractors in data entry and document conversion. UNICOR operations have evolved over time, so that today UNICOR manages seven document conversion centers, which employ over 800 skilled workers. Additional centers will be opened and operational in the very near future. Current locations provide a wide variety of conversion services, including:

- Scanning (both standard and large format)
- OCR and complete OCR cleanup
- Image cleanup and enhancement
- Document indexing
- Tagging for PDF, HTML, SGML, and XML

UNICOR processes a diverse range of work: environmental impact statements, file folders for document management systems, nationwide invoice records for a centralized vehicle maintenance database, and hundreds of thousands of pages for incorporation into an agency's unified decision tracking system.

Currently, UNICOR focuses on:

- Technical manuals and technical drawings
- Patents for electronic publishing
- Conversions for document and records management systems
- Backfile conversion of legacy data

## e-Business Support

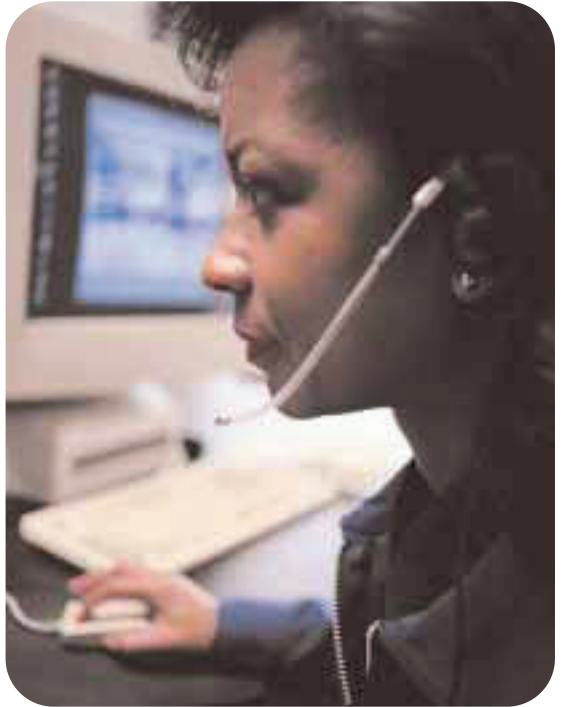
Over the years, UNICOR's document conversion services have evolved to reflect changing times, current technology, and the needs of its customers. During the 1990s, with the growth of the Internet, UNICOR moved into **HTML**, **SGML**, and **PDF**. Now, with the emergence of **XML**, UNICOR has again stayed in step with the times, setting in place the resources and partnerships needed to meet our customers' continually changing and increasing requirements.

Not only has UNICOR kept pace with these newer tagging schemes, it is preparing to move into the broader arena of e-business support. UNICOR can meet the needs of the federal government and private industry with support in the areas of web- and enterprise-based **catalog and content management**. Partnered with skilled private sector resources with years of experience in knowledge management, UNICOR is a viable and cost-effective alternative to the offshore firms that to date have captured a vast majority of this work.



## Call Center & Help Desk Support

UNICOR has over fifteen years of experience operating a customer service center at its facility in Lexington, Kentucky. UNICOR customers can place orders and determine the status of an order via toll-free number, e-mail, or web access. The customer service representatives handling the daily



incoming phone calls are federal inmates. Based upon the success of this operation and a two-year telephone order entry project performed for GSA's western regional FSS offices, UNICOR is now offering call center support to federal agencies looking to outsource this function.

Call center operations are another area where the trend has been for commercial firms to outsource offshore. UNICOR can now offer these same cost-effective services to private industry in instances where the work has already or is about to go offshore.

This hands-on, "real world" experience for UNICOR's workers can only help ensure success for them upon return to their communities.

## Printing Services

UNICOR has been in the printing business for many years; we understand the need for consistent quality and dependable service. Our strength lies in printing the kinds of jobs government agencies require. Our versatility and flexibility allow us to handle print requests—whether its for a million envelopes or a small run of administrative manuals and just about everything in between! We provide turn-key services which include design, layout, print, warehouse and distribution of your project.

We presently offer a wide range of services—single and multi-color work, long and short runs, booklets, pamphlets, brochures, forms (carbonless, carbon, continuous, snap-apart), envelopes and stationery, labels for bar-codes, property tags and prescriptions. We also offer binding services including saddle and side stitch, plastic comb and spiral binding, perfect binding and perforation, numbering and die-cutting.

When you work with UNICOR, you're not sending your job to an unknown entity. You'll be able to develop a close working relationship with one of our highly qualified print specialists. There is no need to let the bidding process add lengthy delays to your jobs. With UNICOR no bidding is necessary! UNICOR is authorized by the Congressional Joint Committee on Printing (JCP) to provide quality printing services to the Federal Government.

Our pledge to you is "Total Customer Satisfaction."

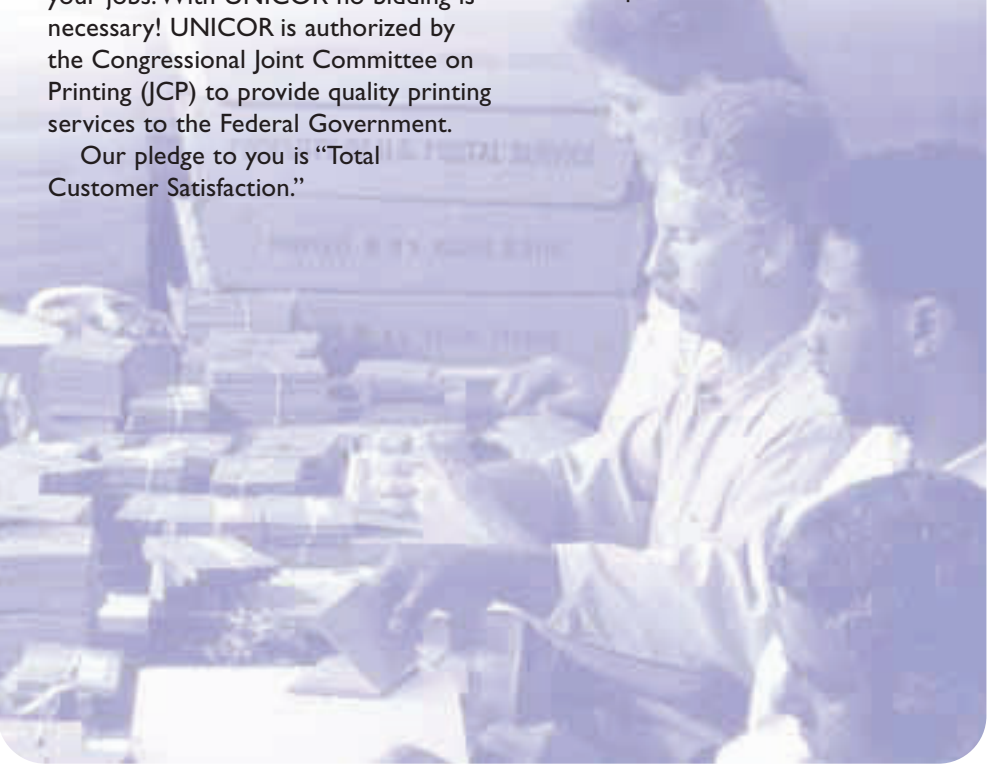
## Distribution Services

UNICOR can warehouse your products and provide order fulfillment services customized to your needs, whether your project is a one-time mailing, or an ongoing commitment.

UNICOR provides a full range of services, including:

- Mailing/list management
- Distribution
- Order fulfillment
- Product assembly

UNICOR maintains an 11,000-square-foot storage facility located in Bryan, Texas, and has other potential sites available throughout the country. UNICOR has more than a decade of experience operating distribution and fulfillment services for government agencies, and can offer this service to commercial firms that are currently contracting these services outside the USA. If you are looking to **outsource a distribution function** or are considering consolidation of such services, UNICOR has the resources to meet your needs. Let UNICOR show you how to save valuable time and money while receiving quality services from a stable, productive, and able workforce.





## SOME INTERESTING FACTS ABOUT UNICOR SERVICES

- UNICOR converts and tags over 150,000 pages of patents for the publishing contractor of the Patent Trademark Office—every week.
- UNICOR launders, dry cleans, and folds thousands of pounds of wash every day.
- UNICOR, in partnership with Data Conversion Laboratory, provides SGML and XML conversion for technical documents and drawings.
- UNICOR distributes Carex healthcare products by Rubbermaid to civilian and military agencies. For information, visit [www.unicor.gov](http://www.unicor.gov).
- UNICOR is currently investigating opportunities to provide call center support and web catalog and content management services.

## WHY SPECIFY UNICOR SERVICES?

- Eliminates 3-Quote Purchasing Requirements
- Competitive Pricing
- Single Requisition for Services
- One-Stop Shopping
- One Invoice

**For more specific information regarding the services currently offered or to discuss the feasibility of a new service for your organization, please contact us at [co\\_services@central.unicor.gov](mailto:co_services@central.unicor.gov) or by phone at 202.305.3954.**

**General inquiries about UNICOR products and services can be directed to Customer Service: 1.800. 827.3168 or [www.unicor.gov](http://www.unicor.gov).**



**U.S. Department of Justice**

**UNICOR**

Federal Prison Industries, Inc.

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